

2014 DLM-Pro Employee Awards Descriptions

1. Customer Service Professional of the Year: Front Office & Support.

This award recognizes employees who interact professionally with internal or external customers in an office-based role. The hallmark of this award is excellent customer service provided consistently throughout the year.

2. Customer Service Professional of the Year: Out & About.

This award recognizes employees who interact professionally with internal or external customers outside of an office environment. The hallmark of this award is excellent customer service provided consistently throughout the year.

3. Customer Service Team Excellence.

This award honors a work group who interacts professionally with internal or external customers to create a positive attitude about the government or their department. The hallmark of this award is excellent customer service provided consistently throughout the year.

4. Employee of the Year.

This award recognizes the outstanding contributions and achievements of employees, and their commitment to professional standards and responsive customer service.

5. Supervisor of the Year.

This award recognizes the outstanding people-management skills, contributions and achievements of supervisors; and their commitment to professional standards and responsive customer service.

6. Manager of the Year.

This award recognizes the outstanding leadership skills, contributions and achievement of managers; and their commitment to professional standards and responsive customer service.

7. Project/Program of the Year.

This award recognizes the professional and successful administration of a program or completion of a project that significantly contributed to the mission of the department.

8. **Unit of the Year.**

This award recognizes the professional efforts of a group of employees that have joined their talents to solve complex problems creatively, and to significantly improve quality of public service.

9. **Cost Savings/Innovative Idea of the Year.**

This award recognizes employees who generate ideas and suggestions which directly contribute to the economy, efficiency or effectiveness of government.

10. **Integrity Award.**

This award recognizes employees who have the courage to uphold their personal and professional integrity on the job regardless of risk or temptation in order to bring about positive change in government.

12. **Behind the Scenes Award.**

This award recognizes employees who represent a strong, yet unseen force which has a profound effect in their environment. It recognizes those employees who contribute solid and consistent devotion to the job and the team with their efforts behind the scenes.

13 **Lifesaving Medal.**

This award recognizes employees who save the life of another person or persons through direct action and intervention in a life threatening situation, and in a manner that is not included in their normal job responsibilities.

14. **Community Service & Volunteerism.**

This award recognizes employees who contribute to the improvement of community life through extraordinary volunteer service.

15.. **Photo of the Year.**

This award showcases the best images of DLM public services and public servants.

Merit Cup of Excellence Employee Award.

The Director's Merit Cup of Excellence Employee Award is the best of the best among the top employees of the year and the top customer service professionals of the year.

Merit Cup of Excellence Leader Award.

The Director's Merit Cup of Excellence Leader Award is the best of the best among the top supervisors of the year, the top managers of the year, and the top customer service professionals of the year.

